

May 2012 Workforce Training Fund General Program Awards



Company	City	WIB Area	Award	Industry	Trainees	Description of Training as Provided by Company
ACCUROUNDS, INC.	AVON	Brockton	\$71,008.00	Manufacturing	57	Advanced Manufacturing - CNC Swiss screw machining, CNC lathe machining and CNC programming. Continuous Improvement - Setup reduction / team development. Math, GD & T and blueprint reading.
ADVANCED PRECISION ENGINEERING, INC.	IPSWICH	North Shore	\$56,610.00	Manufacturing	29	The proposed training program includes a comprehensive lean manufacturing training along with specific automated machine control skills training for Cad/Cam. In addition, we also propose key ISO AS 9000 auditor training and higher level Global shop MRP system training.
ATHOL SAVINGS BANK	ATHOL	Franklin/Hampshire	\$51,535.00	Insurance & Finance	86	Our training plan includes two components: Building Commercial Business and Quality. Building Commercial Business will include instruction in generating leads, closing sales, answering objections, differentiating the bank, and creating a clear message. Quality will include instruction to develop skills in the following areas: telephone sales, critical and process thinking, process evaluation, creating clear and effective emails, and writing.
BIXBY INTERNATIONAL CORPORATION	NEWBURYPORT	Merrimack Valley	\$86,400.00	Manufacturing	56	Bixby International will be starting a lean/problem solving improvement training program that will encompass all employees. Exceeda Consulting will deliver specific training related to our industry with a hands on approach this will include the following courses: Introduction to Lean, Key Performance Indicators, Visual Workplace, Work Cell Layout & Facility Design, 6S - workplace organization & safety, Standardized Work, Business Process Mapping/Value Stream Mapping, Total Preventative Maintenance, Single Minute Exchange of Die, Roles & Responsibility Charting, Leadership Standardized Work, Problem Solving using Kaizen & 5 Why, A3 Thinking and Kanban.
COMMERCE INSURANCE COMPANY	WEBSTER	North Central MA	\$248,700.00	Insurance & Finance	565	1.) Customer Service Training. Achieving Stellar Service is a comprehensive training system designed to provide a range of critical service skills vital to customer satisfaction and loyalty, and to organizational success. The five workshops in the system build on one another to offer training solutions at every level, thus aligning service strategies with service behaviors throughout an organization. 2.) Leadership Training. Strong management and coaching skills are essential for our leaders to ensure that the skills employees learned in Customer Service training can be transferred to on the job performance. Stepping Up to Management puts new managers on the right track so they can hit the ground running while laying the foundation for a successful advancement into a management career. The program shows new managers how to cultivate relationships, organize tasks, manage groups, run meetings, and work with supervisors to be more effective.
COMMODORE BUILDERS	NEWTON	Metro South/West	\$74,640.00	Construction	76	The training plan includes two components - Impact Advanced Conflict Management Training and Impact Negotiation Training. The Impact Advanced Conflict Management Training Program includes modules on identifying the three listening styles, passive and active listening techniques, utilization of the five methods for conflict resolution, identifying goals of a conflict meeting, and skills for managing emotional discussions. The Impact Advanced Negotiation training program includes modules on questioning techniques, discovery phase of a negotiation, confirmation phase of a negotiation, feature and benefit alignment, trial closing techniques, and dealing with objections. Refer to attached course descriptions for greater details of the plan.
ENGINEERED TOOLING CORPORATION	WEST SPRINGFIELD	Hampden	\$18,000.00	Manufacturing	6	ETCO's training program will focus on developing advanced CNC programming and CAD/CAM skills. This training program will involve two weeks of consultant-provided classroom instruction and over 80 hours of on-the-job training. The high-level programming training will be provided to workers who are familiar with the setup and operation of CNC grinding machines, but require in-depth training in programming and computer-aided manufacturing methods. This training will help our operators to not only develop and install CAM programs from AutoCad designs, but also troubleshoot and improve CNC programs, while on the shop floor.
FRANKLIN COMMUNITY CO-OPERATIVE	GREENFIELD	Franklin/Hampshire	\$47,600.00	Retail	75	Franklin Community Co-op (FCC) proposes to conduct a company-wide training program in leadership and customer service. This program will provide our team of workers with consistent skills in working with not only customers, but also peers, managers, and subordinates, when applicable. A focused, comprehensive, and structured program, such as this, has never been provided at FCC, and will help to support the development of our organization as our senior staff nears retirement.
G.A.P. PROMOTIONS LLC	GLOUCESTER	North Shore	\$35,200.00	Other Services (except Public Administration)	16	The Impact Advanced Management Program. The modules include communication, listening, conflict management/resolution, coaching, performance measurement, process improvement, time management, and leadership. The Impact Advanced Selling Program. The modules include questioning skills during the social phase of selling, discovery phase (loyalties, decision makers, and influences), confirmation skills, alignment of features and benefits, trial closing, and closing skills. Both of these programs will aid us in achieving top line growth, greater profitability, and increasing our productivity.

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JAMES J. DOWD AND SONS INSURANCE AGENCY, INC.	HOLYOKE	Hampden	\$49,980.00	Finance and Insurance	41	Our proposal includes Balanced Scorecard training for the leadership team to develop strategic planning, management and measurement systems over an 18-month period. There are three advanced sales skills training for sales people and customer service account managers over a 3-4 month period.
MCS Acquisition LLC	West Bridgewater	Brockton	\$53,500.00	Manufacturing	57	MCS proposes Lean Process training for both the manufacturing operations and the office support staff at MCS. Some of the main training focus areas are (but not limited to): 5s, visual control, Operator Self Inspection (quality at the machine), pull systems, kanban, process improvement, and training-the-trainers.
MERIDA MERIDIAN INC.	BOSTON	Boston	\$62,000.00	Manufacturing	21	Train employees in the principles and practices of Lean Manufacturing and Continuous Improvement through classroom discussion and practical projects designed to apply the acquired knowledge. Implementation of these projects will also have a consolidation effect in so far as it will make evident the benefits of Lean Manufacture as the training progresses, reinforcing the buy in by employees. We intend to work with GBMP, one of the the leading consulting organization in Lean Manufacturing, to provide the classes and oversee the improvement projects. Classes will include: 5S Workplace Organization; Problem Solving; Standardized Work; Total Productive Maintenance; Policy Deployment; Continuous Improvement and Value Stream Mapping. We also intend to make field trips to other manufacturing companies in MA and neighboring states as an educational, inspirational and motivational activity.
NORTH BROOKFIELD SAVINGS BANK	NORTH BROOKFIELD	Central MA	\$39,200.00	Finance and Insurance	54	The proposed training would emphasize the expansion of employee skills at all levels with a focus on relationship building, business development, and sales skills for all employee levels as well as coaching and leadership skills for supervisors, potential supervisors and managers throughout the Bank. All employees of the Bank will participate in the training program. The content for the sessions will be tailored depending upon employee positions and specific skills and techniques appropriate to those positions. Training topics will include: Service Excellence Skills and Techniques, Advanced use of Product Knowledge, Customer Need Recognition, Techniques for Effective Referrals, Telephone Service Excellence, Sales Process and Business Development Skills and Practice, and Coaching Skills and Models for Success. The training program would take place over a 12 -18 month period to ensure that staff have adequate opportunities to practice newly learned skills in between sessions.
OPPED, INC. (DBA: Stop & Compare Supermarkets)	CHELSEA	Metro North	\$89,548.00	Retail	64	Workplace ESOL focused on customer service. In addition we will do Effective Supervisory and Winning Customer Service training.
PRECISION AUTOCRAFT, INC.	SHEFFIELD	Berkshire	\$24,000.00	Other Services (except Public Administration)	16	Our plan is to continue with GBMP with a designated person to manage, implement and sustain our improvement efforts. We believe this combination will be the most powerful method to make change happen faster and remain as part of our culture. We will continue to work on 5s, with a focus on Flow, Pull and Standardized work including administrative.
RANDOLPH ENGINEERING	RANDOLPH	South Shore	\$32,640.00	Manufacturing	48	The proposed training plan has been tailored to meet Randolph Engineering's need for employees to meet and achieve registration to the IS 9001:2008 international standard. The plan is divided into seven modules: 1. Executive Management Session Training 2. Employee Training Awareness Session for ISO 9001:2008 3. Process Documentation - Development & Training 4. Auditor Classroom Training 5. Auditor Field Training 6. Corrective Action Training 7. Project Management & Implementation Training
TRELLEBORG SEALING SOLUTIONS, USA INC	NORTHBOROUGH	Central MA	\$57,100.00	Manufacturing	101	This training program consists of a comprehensive Lean/Six Sigma curriculum for 15 champions including: Value Stream Mapping and Intro to Lean Toolset, Visual Control Systems Using 5S Red Tagging & Waste Reduction, Establishing a Continuous Improvement Culture, Intro to Continuous Improvement Process, Kaizen Event Implementation, Set up Time Reduction & Pull Systems, Lean/Six Sigma Bridge, and a Lean Overview for 78 employees. 15 staff will go through an intensive Six Sigma training in preparation for ASQ Green Belt certification. The program also includes a Lean Supervisor Certificate for 8 including: Six Sigma Executive Overview, Priority Value Stream Mapping, Achieving Organizational Goals, and Higher-Level Problem Solving.
UNITED TOOL & DIE CO., INC.	WILMINGTON	Metro North	\$32,290.00	Manufacturing	16	We plan to use the funds to accomplish several goals. First, to implement ISO 9001. 2nd, to build on our continuous improvement and Lean training. Finally, to offer advanced training on specific machines, software and certifications that will advance our worker's knowledge and make the company more competitive by implementing a quality system and reducing errors and rejections.
Grand Total	18		\$1,129,951.00		1,384	